



Integrating your Etsy store with Click & Drop

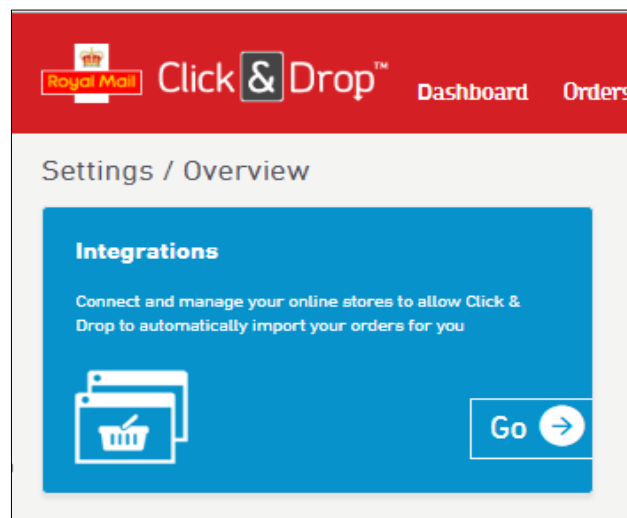
How to set up the integration with your Etsy store

Click & Drop allows you to download and process the orders from your Etsy store. Within Click & Drop, click on the 'Settings' link

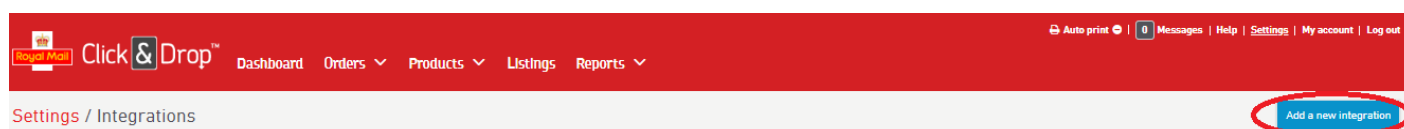


The 'Settings / Overview' page then opens up.

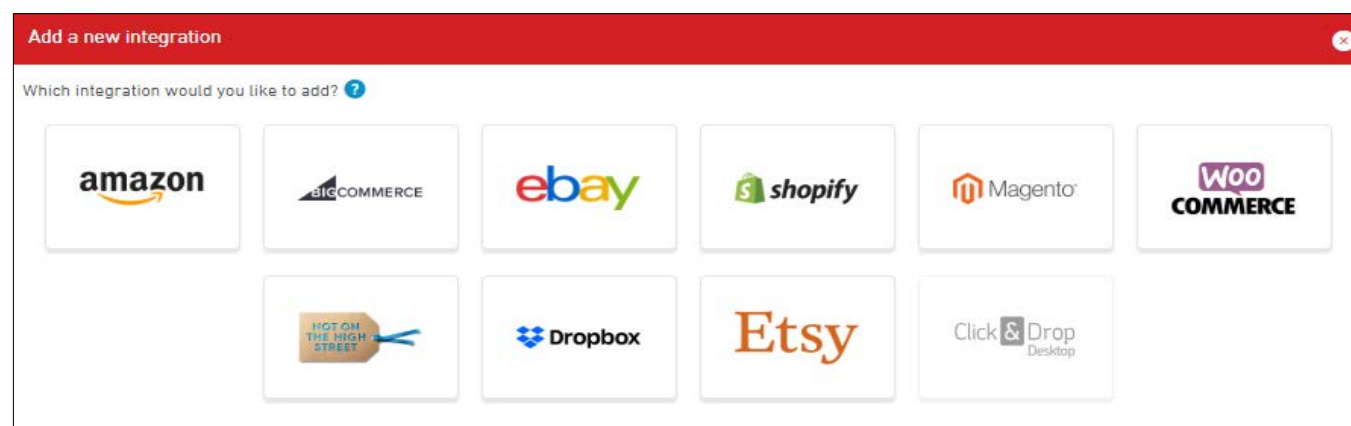
In the 'Integrations' section, click on the 'Go' button



Click on "Add new integration"



A new pop up window appears, asking you to choose which marketplace store that you would like to connect to. Click on 'Etsy'

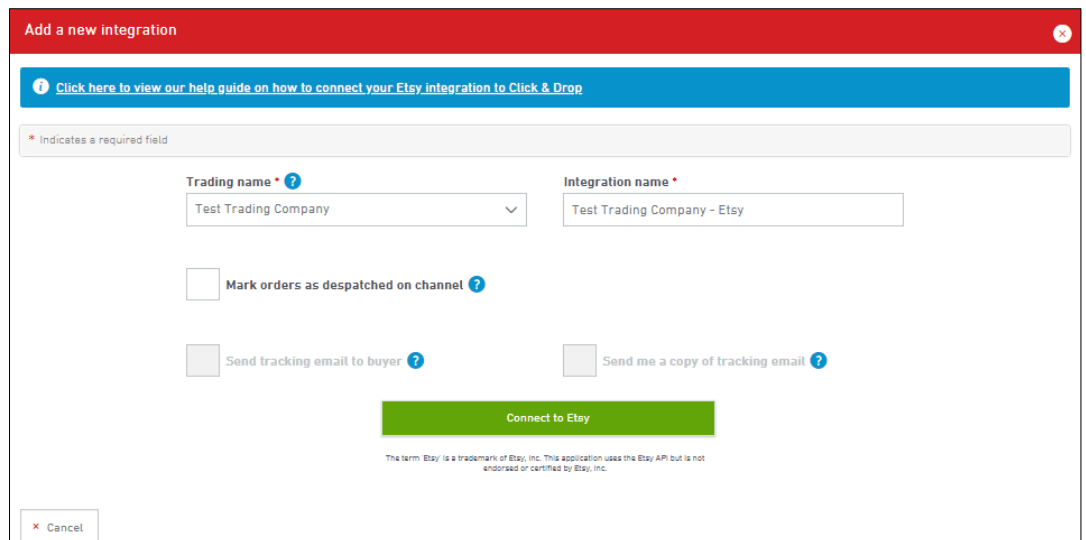


A new pop up window will appear. Select the relevant 'Trading name' from the drop-down list and the 'Integration name' will auto-populate when you choose your Trading name.

You can now choose whether:

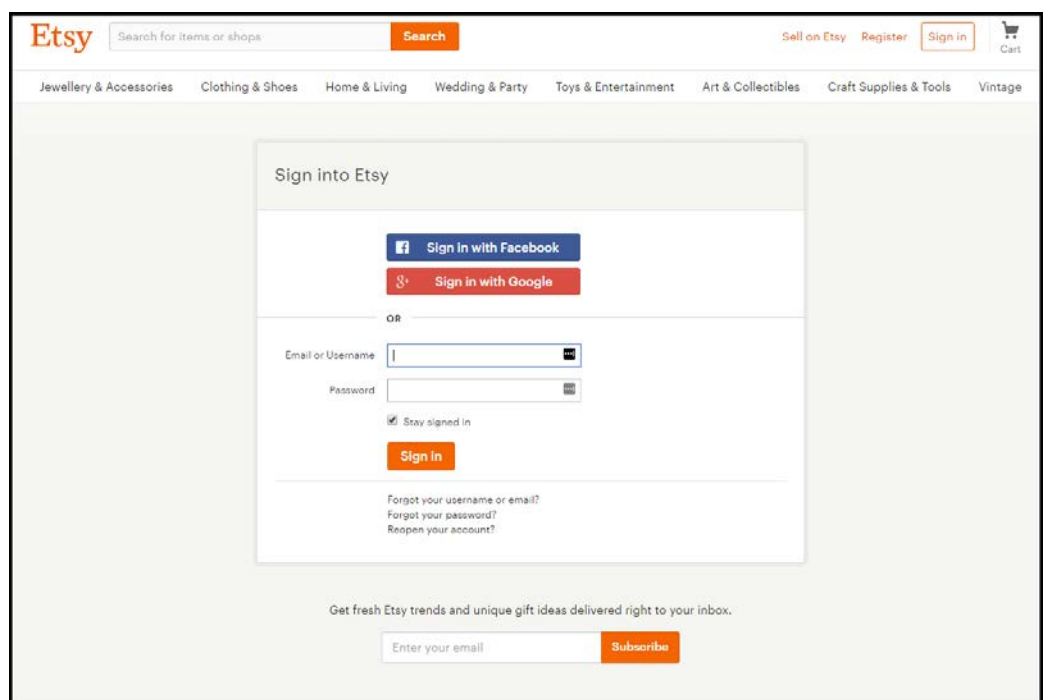
- to select 'Mark orders as despatched' – this will mean that your items will be marked as 'Complete' in Etsy, the moment they are marked as despatched in Click & Drop – saving you time.
- to select 'Send tracking email to buyer' – this will mean that Etsy will automatically send an email to your buyer containing tracking information, once you have marked the item as despatched. This will only occur for Tracked and/or Signed For services.
- to select 'Send me a copy of the tracking email' – this will mean that a copy of the email containing tracking information will be sent to you once you have marked the item as despatched. This will only occur for Tracked and/or Signed For services.

Once you are happy with the options, click the 'Connect to Etsy' button when ready.

A screenshot of a web application's 'Add a new integration' pop-up window. The window has a red header bar with the title 'Add a new integration' and a close button. Below the header is a blue banner with a link: 'Click here to view our help guide on how to connect your Etsy integration to Click & Drop'. A grey bar below the banner states '* Indicates a required field'. The main form area contains two dropdown menus: 'Trading name' (with a blue question mark icon) and 'Integration name' (with a red asterisk). Both are currently set to 'Test Trading Company'. Below these are three checkboxes with labels and blue question mark icons: 'Mark orders as despatched on channel', 'Send tracking email to buyer', and 'Send me a copy of tracking email'. At the bottom center is a large green button labeled 'Connect to Etsy'. Below this button is a small disclaimer: 'The term 'Etsy' is a trademark of Etsy, Inc. This application uses the Etsy API but is not endorsed or certified by Etsy, Inc.'. At the bottom left is a 'Cancel' button with a red 'X' icon.

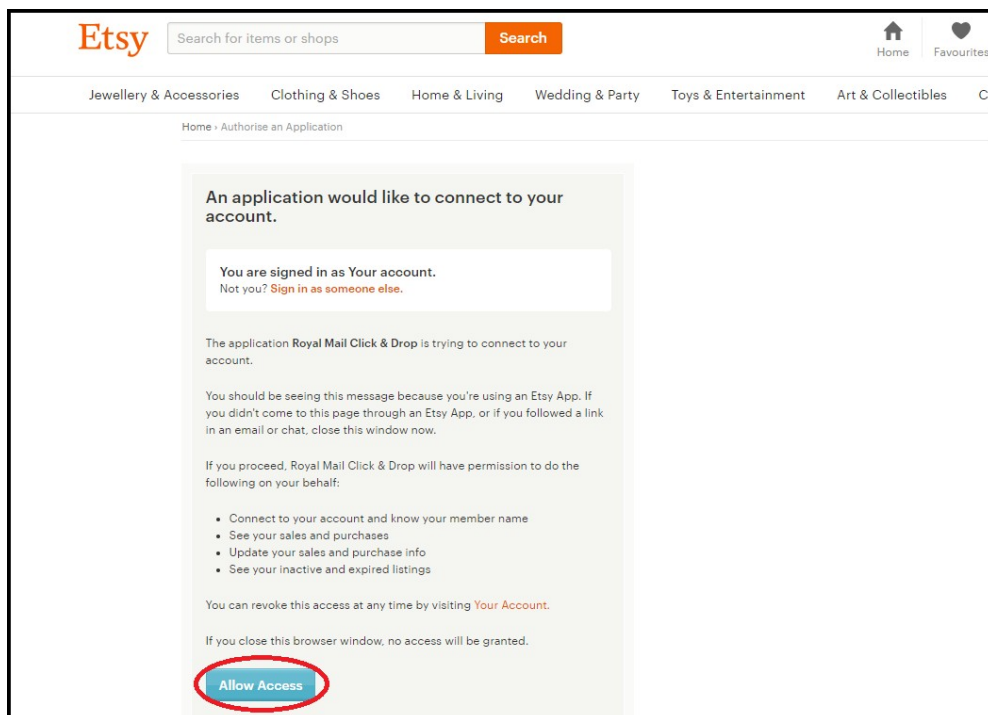
You will be redirected to Etsy, where you will be asked to log into your account.

Please note you will need to log into your Etsy shop, and not your personal account.

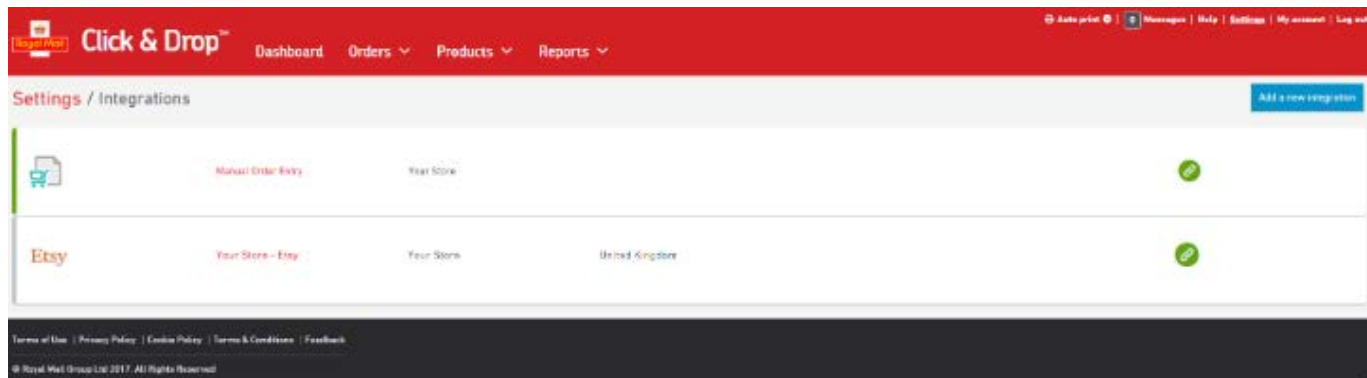
A screenshot of the Etsy website's 'Sign into Etsy' login page. The page features the Etsy logo and a search bar at the top. Below the search bar are navigation links for various categories: Jewellery & Accessories, Clothing & Shoes, Home & Living, Wedding & Party, Toys & Entertainment, Art & Collectibles, Craft Supplies & Tools, and Vintage. The main content area is a white box titled 'Sign into Etsy'. It offers two sign-in options: 'Sign in with Facebook' and 'Sign in with Google'. Below these is a section for email or password login, with fields for 'Email or Username' and 'Password', and a 'Stay signed in' checkbox. A 'Sign In' button is located below the password field. At the bottom of the login box are links for 'Forgot your username or email?', 'Forgot your password?', and 'Reopen your account?'. Below the login box is a promotional message: 'Get fresh Etsy trends and unique gift ideas delivered right to your inbox.' followed by an 'Enter your email' field and a 'Subscribe' button.

You will now be asked to grant Click & Drop permissions to download and update your Etsy orders.

Click the 'Allow access' button:



You will now be back to the 'Integrations' page in Click & Drop. You will be able to see the Etsy integration and if the integration has been successful, under the 'Status' column you can see a green 'link' icon.



Your Etsy orders will now start to download.

Store order status and download frequency

Click & Drop is only able to download Etsy orders that are in 'Processing' status, and no older than seven days old.

Eligible orders will be downloaded into Click & Drop every 10-15 minutes, and Click & Drop will update the orders in your Etsy store every 30 minutes.

My Etsy integration has disconnected

If, after a number of attempts, Click & Drop has been unable to download your orders, your integration may become inactive, and the green chain link icon will change to red.

This may also occur after a long period of inactivity.

If this is the case, you will need to delete your current Etsy integration, and then create a new integration by following the steps above.

Disconnecting from Etsy

You're free to disconnect from Etsy at any time via Click & Drop.

In the 'Integrations' section under the 'Settings' link, click on the 'Go' button

Click anywhere within the Etsy row to expand the data and then simply click on the 'Delete' button.

Once you've disconnected, you'll no longer be able to download and process any orders from the store.

If you need to reconnect the store at a later date, that's fine too. Simply repeat the connection process.